



Position Title: LEAD GALLERY ATTENDANT

Reports to: Head of Security

Classification: Part-Time, Non-Exempt (32 Hours per Week - Schedule will change when school not in session)

The Kalamazoo Institute of Arts is a leading nonprofit art museum and school. Since 1924, the institute has offered art classes, exhibitions, lectures, events, activities and a permanent collection. The KIA's mission is to cultivate the creation and appreciation of the visual arts in West Michigan. We believe the visual arts are for everyone. They inspire, fulfill, and transform.

Summary of Position: Helps provide a safe, secure, and welcoming environment for KIA employees, faculty, volunteers, and visitors. Position helps monitor the KIA and report matters concerning safety. Lead gallery attendant assists with the front desk as needed, assists with events, and is onsite when the Head of Security is out.

Responsibilities:

When at the front desk:

- Create a professional and customer service focused environment.
- Cheerfully greet all visitors entering and leaving the KIA.
- Process point-of-sale transactions: member and non-member admission, membership and donations when working at the desk.
- Accurately complete opening and closing cash drawer procedures; follow safe cash handling procedures.
- Answer phones; route calls to appropriate staff; check voicemail regularly and return calls in a timely manner.
- Maintain a clean and accessible front desk.
- Track and update daily building usage.
- Work with Front Desk to stay up to date on the daily happenings in regards to the KIA.
- Performs other duties as assigned by the Director of Finance and Personnel, who supervises the front desk responsibilities.

When not at the front desk:

- Observes and advises KIA protocols while in the upper and lower galleries, school commons, gallery shop, and the exterior of the KIA.
- Cheerfully greet all visitors entering and leaving the KIA.
- Greets, screens and aids all who enter the KIA.
- Assists visitors as needed.
- Opens and closes the upper and lower galleries. Makes the closing announcement over the PA system.
- Keeps watch over galleries at special events as scheduled, including weekends and evenings.
- Prepares incident reports as needed.
- Reviews and is familiar with the emergency procedures, fire safety and severe weather policies.
- Performs other duties as assigned by the Head of Security.

Position Requirements:

- Ability to stand for long periods.
- Friendly and personable.
- Ability to work independently while following directions.
- Good oral and written communication skills.
- Commitment to contributing to a work culture that is inclusive, equitable, and antiracist.
- A collegial spirit and cooperative approach that facilitates working closely with others.

Research shows that women and individuals from underrepresented backgrounds often apply to jobs only if they meet 100% of the qualifications. We recognize that it is highly unlikely that an applicant meets 100% of the qualifications for a given role. Therefore, if much of this JD describes you, then you are highly encouraged to apply for this role.

Physical Job Requirements: While performing this job, the employee will be required to stand for long periods, sit and work, to lift up to 30 lbs occasionally. Employee must be able to communicate verbally.

This position is 30+ hours, non-exempt position offering the following benefits: health, dental, 403(b) retirement matching, vacation time and sick time. The KIA is an equal opportunity, equal access employer that is fully committed to diversity, equity, and inclusion in the workplace.

Please forward a resume with references, and a cover letter to jobs@kiarts.org with Lead Gallery Assistant in the subject line or by mail to Kalamazoo Institute of Arts, 314 S. Park Street, Kalamazoo, MI 49007. No phone calls, please.